



Ahmad Samer Haj Hamdo

PERSONAL DATA:

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JOB EXPERIENCES:

Front Office Manager –Radisson Blu Resort “Maldives”, December 2019 – up to April 2020, “128 Villa”

- Part of the pre-opening team.
- Being part of the pre-opening I have to hire employees, prepare and implement SOP's and P&P's and train the team on it.
- Plan the welcoming and farewell experience.
- Handling 45 team members and overlooking and managing Seaplane transfer, speed boat and domestic flights, Buggy Drivers, One Touch Service, Reception and Villa Hosts.
- Managing the butlers and the services associated.
- Looking at the Front Office budget and all required tools and machinery.
- Make sure the department set up and ready for the opening.

Front Office Manager –Radisson Blu Muscat “Oman”, November 2011 – up to November 2019 “153 Rooms”

<http://www.radissonblu.com>



- Reports directly to and communicates with the GM on all pertinent matters affecting guest service and hotel operations.
- Handle overbooking situations and guest complains.
- Provides functional assistance and direction to all departments.
- Reacts to situations to ensure guests receive prompt attention and personal recognition throughout the hotel by using “Yes I Can” Attitude “Radisson Hotel Group Attitude”.
- Supervises and directs all Front Office personnel.
- Supports and assists Front Office personnel and all departments at peak periods.
- Ensures VIPs and Radisson Rewards guests receive special attention.
- Inspects front of house and back of house regularly for cleanliness.
- Monitors appropriate standards of conduct, uniform, hygiene, and appearance of staff.
- Conduct Front Office monthly meetings.
- Promotes in-house facilities.
- Checks billing instructions and monitors guest credit
- Analyses and approves discounts and rebates.
- Analyses the rate variance report to ensure room’s revenue control.
- Takes action with the Property Management Systems (PMS) in emergency situation.
- Ensures front line staffs comply with selling strategies techniques and maximize sales.
- Be part of the credit, revenue and budget meetings to represent the Front Office department.
- Review and reply to all guests feedback and reviews on social media.
- Conduct self audit to ensure maximum score in QPR audit.

Assistant Front Office Manager - Holiday Inn Abu Dhabi “UAE”, September 2009 To September 2011 “203 Rooms”

<http://www.holidayinn.com>



Started as “**Duty Manager**” and promoted to “**Assistant Front Office Manager**” on October, 2010.

- Holiday Inn Abu Dhabi Pre Opening and Opening.
- Planning an excellent training schedule for the FO colleagues.
- Maintain and Monitor the service culture attitude of Holiday Inn “**Stay Real**”
- Challenges and motivates Front Office colleagues to maximize up selling revenue and PCR enrolment.
- Monitors Front Office personnel to ensure priority club members and other VIPs receive special attention and recognition.
- Monitors GSTS results and mystery audits and implements action plans to improve results.
- Monitors results of P&L statements and controls costs.
- Effectively monitor and analyze variations from the budget and develop procedures that track and control the running costs of the department.
- Contribute to the overall strategic plan of the business and help compile the annual hotel business plan.
- Well knowledge of all the key clients and having a strong relationship which are used for the benefits of the Hotel.
- Consistently maintaining a very close communication with the key bookers for most of the government.
- Constantly maintaining an excellent communication with the local authorities (ADTA and CID).
- Handling the Recreation department and maintain the efficiency of the department performance and motivate the colleagues to maximize revenue.

Guest Service Manager –Al Raha Beach Hotel Abu Dhabi “UAE” Luxury Hotel, September 2008 to September 2009 “134 Rooms”

<http://www.danathotels.com>



- In-charge of Concierge, Valet and Guest Relation in about 20 employees.
- Manage and prepare the front office team for big events like (Abu Dhabi Gourmet, big wedding of 1000 guests, Cooperation Council for the Arab State of Gulf conference) that include the Valet availability with enough parking slots, and guest relation to escort the VIP guests.
- Escort VIP guests into their suites.
- Prepare on job / off job training on SOP and Front office operations for the front office team assisting the assistant front office manager.
- Acting night manager for 7 months, handling a bar and night club along with security assistance.

Front Office Supervisor –Le Royal Meridien Abu Dhabi “UAE”, March 2007 to September 2008 “276 Rooms”

<http://www.starwoodhotels.com>



- Daily Checks on the VIP lists and ordering corresponding activities.
- Having on job and off job training for the new employee.
- Support the front office team under pressure, and teach them a way to overcome every difficulty, supporting the Telephone operator, concierge and valet parking when needed.
- Joint Responsibility for achieving the best possible hotel occupancy at the best possible room price.
- Supervise the team members in order to ensure smooth, prompt and polite service based on the standard and **Starwood Service Culture**.
- Escort the VIP guest into the room, and have in room check in, and for the group prepare their check in process in advance and have it done in one of the banqueting halls.
- Handling the guest complaints assisting the manager on duty.

Butler Coordinator –Hilton Qasr Al Sharq Jeddah “Saudi Arabia”, September 2006 to January 2007 “46 Suites” part of the Woldorf Astoria Collection

<http://www.Hilton.com>



- Handling guest requests and coordinating to the floor Butlers.
- Handling VIP amenities and Show around for individuals and groups.

Front Office Shift Leader –Hilton Corniche Residence Abu Dhabi “UAE”, September 2004 to September 2006 “176 Rooms”

Started as “**Receptionist**” and promoted to “**Front Office Shift Leader**” on September, 2005.

<http://www.Hilton.com>



- Handling reception duties, check-in/out, assist the Front Office Supervisor maintain the credit limit.
- Preparing the monthly invoice of the long staying guests, coordinate with accounts in case if issue arises.
- Provide efficient and prompt Welcome and fare well service to the guest to make **Hilton** real “**Home Away from Home**”
- Preparing the training Plan of the new joiner at the Front Desk area.
- Handling VIP amenities when my duty fall morning.

Telephone Operator / Night Auditor –Crowne Plaza Abu Dhabi “UAE”, March 2001 to June 2004 “236 Rooms”

<http://www.ihghotelsgroup.com>



- Handling incoming and outgoing calls
- Handling the night audit.
- Assist the reception during the busy timing in operation.
- Done training in IT and that enable me assisting the IT Manager when challenges arise in Micros and hotel network.

◊ **EDUCATIONAL:**

- Undergraduates student at the University of People (Bachelor in Computer Science), Started in 2016 while we working and expected to graduate by Jan 2023.
- Diploma in Hospitality, “Front Office Section”.

❖ **SEMINARS & TRAINING:**

- Effective Time Management “Hilton”.
- Train the trainer course “Hilton”.
- Fire & First Aid Training “Holiday inn”.
- My Guest My Customer “Hilton”.
- Telephone Techniques & IT Training “Crowne Plaza”.

- Handling Guest Complaint “Le Royal Meridien”.
- Service Culture Training “Le Royal Meridien”.
- Stay Real Training “Holiday inn”.
- Loyalty Program Training “PCR at Crowne Plaza and Holiday inn, SPG at Le Royal Meridien, Hilton Honor at Hilton & I Prefer at Al Raha Beach Hotel”.
- Service Leadership “Hilton” & “Radisson”.
- Management Skills “Holiday inn” & Radisson.

❖ **AWARDS:**

- Manager of the Year 2015 “Radisson Blu Muscat”.
- Starbonds, Certificate of Excellence “Hilton”.
- Employee of the month, September 2005 “Hilton”.
- Manager of the Quarter “Holiday inn”.
- Manager of the Year “Radisson Blu Muscat” 2015.
- Staff Welfare Committee “Certificate of appreciation to be involved in staff activities at Crowne Plaza”.

❖ **Miscellaneous:**

- UAE, Omani & Syrian Driving License.
- High computer knowledge, include software’s, hardware’s and maintenance.
- Chess is my favorite game.
- Interest in exposing myself into different cultures and people.
- Brave in doing things differently and so open to new ideas and to different feed backs.
- Preferences may be provided upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and beliefs.

Ahmad Samer Haj Hamdo